

**RESOLUTION OF THE BOARD OF SUPERVISORS
OF THE COUNTY OF SANTA CLARA
ADOPTING AMBULANCE PERMIT REGULATIONS**

WHEREAS, Section A18-279 of the County of Santa Clara Ordinance Code provides that the Permit Officer of the Emergency Medical Services (EMS) Agency may, after public hearing, recommend that the Board of Supervisors adopt reasonable regulations covering ambulance personnel, equipment, vehicles, communications, training, or any other matter which the Permit Officer determines necessary for the public health and safety regarding the operation of ambulances, and to effectuate the provisions of the County Ambulance Permit Ordinance; and

WHEREAS, the Board of Supervisors has adopted such Ambulance Permit Regulations; and

WHEREAS, the Permit Officer has determined that an amendment to Ambulance Permit Regulations is necessary at this time, and has distributed a draft of the attached Ambulance Permit Regulations to all known interested persons; and

WHEREAS, the Permit Officer convened a public hearing, on May 13, 2005, in accordance with the County Ambulance Permit Ordinance, to receive public comment on the proposed changes; and

WHEREAS, all recorded testimony and documentation submitted by interested parties at, and subsequent to, the hearing has been carefully considered by the Permit Officer; and

WHEREAS, the Permit Officer now recommends the adoption of the amended Ambulance Permit Regulations.

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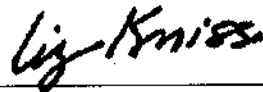
NOW, THEREFORE, BE IT RESOLVED that the Board of Supervisors hereby adopts the amended regulations set forth in the attached document entitled "Ambulance Permit Regulations." The amended Ambulance Permit Regulations shall become effective October 1, 2005.

PASSED AND ADOPTED by the Board of Supervisors of the County of Santa Clara, State of California, this second day of August, 2005, by the following vote:

AYES: Supervisors ALVARADO, BEALL, GAGE, KNISS, MCHUGH

NOES: Supervisors **NONE**

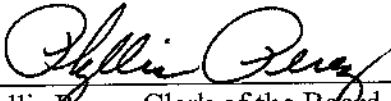
ABSENT: Supervisors **NONE**



Liz Kniss, Chair
Board of Supervisors

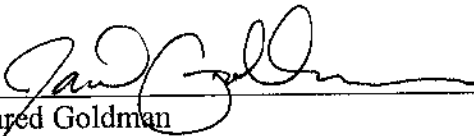
Signed and certified that a copy of this document has been delivered by electronic or other means to the Chair, Board of Supervisors.

ATTEST:



Phyllis Perez, Clerk of the Board of Supervisors

APPROVED AS TO FORM AND LEGALITY:



Jared Goldman
Deputy County Counsel

AMBULANCE PERMIT REGULATIONS

The Permit Officer has determined that the following regulations are necessary to administer the provisions of Chapter XVI of Division A18 of the County of Santa Clara Ordinance Code relating to Ambulance Permits.

1. **Role of the Permit Officer.** The Permit Officer shall ensure compliance with all regulations promulgated.

2. **Designation of the Permit Officer.** The Permit Officer may designate person(s) under his/her direct supervision, to assist in the administration of any portion of the ambulance ordinance/regulations of behalf of the Santa Clara County Emergency Medical Services Agency (EMS Agency).

3. **References to Specifications, EMS Policies and Procedures, and Medical Orders/Directions by the EMS Medical Director.** All references herein to specifications, EMS policies and procedures, and medical orders/directions by the EMS Medical Director, shall include the current version and all subsequent additions/deletions to such references.

4. **Ambulance Service and Vehicle Permits.** For the purpose of these regulations, the term "ambulances" shall be defined in the same manner as in Section A18-261 of the Santa Clara County Ordinance Code. To ensure that all ambulances operating in Santa Clara County are doing so in a manner that is best for the public health and safety of the citizens of the County, it is necessary to identify, by permit type, the various services provided by ambulances. Ambulance Service and Vehicle Permits will be issued for the following types of services and vehicles:

- A. Advanced Life Support
- B. Basic Life Support
- C. Critical Care Transport
- D. EMS aircraft
- E. Privately owned EMS Utility Vehicle (EUV)

Each ambulance, except EMS Aircraft, shall display a Santa Clara County Ambulance Vehicle Permit sticker in a visible location on the ambulance as specified by the Permit Officer. Ambulances not displaying a sticker shall be considered in violation of this Regulation and Ordinance Code Section A18-262. Ambulances operating without a valid Ambulance Service and Vehicle Permit shall also be considered in violation of this Regulation and Ordinance Code A18-262.

5. ALS. ALS vehicles and personnel shall satisfy the following requirements:

A. Vehicle -

- (1) The vehicle shall conform to Federal Specification KKK-A-1822-C, which is promulgated by the U.S. General Services Administration, in effect as of the date of the vehicle's manufacture. An exception(s) may be allowed at the discretion of the Permit Officer, provided that such an exception(s) does not compromise safety and is not in conflict with applicable California laws and regulations.
- (2) Vehicles permitted after July 1, 2005 and all existing permitted vehicles shall display the "911" emergency telephone number, in a Permit Officer approved style and format, on each side and the rear

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of the vehicle. No other telephone number may be placed on the outside of the vehicle.

- (3) The words "Paramedic Unit" shall appear on both sides and the rear of the vehicle, in no less than four-inch letters, as approved by the Permit Officer.
- B. Equipment - The vehicle shall contain no less than the equipment and supplies identified in EMS Agency policy.
- C. Staffing - ALS vehicles shall be staffed with no less than one California Licensed Paramedic accredited to practice in Santa Clara County and one California Certified EMT. Other staffing configurations may be authorized by the Permit Officer. Such authorization may include, but is not limited to, exclusive operating area agreements and/or contracts for service that are executed by the County. All applicable licenses, certificates, and the Santa Clara County EMS System Identification must be carried by all personnel while on duty.
- D. Medical Control - Paramedics are to provide clinical care in accordance with EMS Agency policy and as directed by standing or specific orders issued by the EMS Medical Director; or through direct voice communication with a physician or Mobile Intensive Care Nurse at a Santa Clara County Base Hospital.
- E. Only ambulance services with an ALS Ambulance Service Permit may advertise, either on the ambulance or elsewhere as an ALS ambulance.

- 6. BLS.** BLS vehicles and personnel shall satisfy the following requirements:
- A. Vehicle -**
- (1) The vehicle shall conform to Federal Specification KKK-A-1822-C, which is promulgated by the U.S. General Services Administration, in effect as of the date of the vehicle's manufacture. An exception(s) may be allowed at the discretion of the Permit Officer, provided that such an exception(s) does not compromise safety and is not in conflict with applicable California laws and regulations.
 - (2) Vehicles permitted after July 1, 2005 and all existing permitted vehicles shall display the "911" emergency telephone number, in a Permit Officer approved style and format, on each side and the rear of the vehicle. No other telephone number may be placed on the outside of the vehicle.
- B. Equipment -** The vehicle shall contain no less than the equipment and supplies identified in EMS Agency policy.
- C. Staffing -** Each BLS ambulance shall be staffed with a minimum of two (2) California Certified EMTs. All applicable licenses, certificates, and the Santa Clara County EMS System Identification must be carried by all personnel while on duty.
- D. Medical Control -** Each EMT is to provide clinical care in accordance with EMS Agency policy and as directed by standing or specific orders issued by the EMS Medical Director or his or her designee.

- E. Only ambulance services with a BLS Ambulance Service Permit may advertise, either on the ambulance or elsewhere as a BLS ambulance.

7. Critical Care Transport. "Critical care patients" are the persons to be transferred between a medical facility (including a skilled nursing facility) and another medical facility, an aircraft landing zone or another location specified by the person's treating physician, who have been deemed by the physician to require medical care provided by personnel with critical care training or experience during transport. Ambulances engaged in the transport of critical care patients are required to have a CCT Ambulance Service and CCT Vehicle Permit. The CCT Ambulance Service and Vehicle Permit(s) will serve as a BLS or ALS Ambulance Service and Vehicle Permit(s) when patients other than critical care patients are transported. Critical care ambulances and personnel shall satisfy the following requirements:

A. Vehicle -

- (1) The vehicle shall conform to Federal Specification KKK-A-1822-C, which is promulgated by the U.S. General Services Administration, in effect as of the date of the vehicle's manufacture. An exception(s) may be allowed at the discretion of the Permit Officer, provided that such an exception(s) does not compromise safety and is not in conflict with applicable California laws and regulations.
- (2) Vehicles permitted after July 1, 2005 and all existing permitted vehicles shall display the "911" emergency telephone number, in a Permit Officer approved style and format, on each side and the rear of the vehicle. No other telephone number may be placed on the outside of the vehicle.

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- (3) The words "Critical Care Transport Paramedic Unit" or "Critical Care Transport Nurse Unit", as applicable, shall appear on both sides and rear of the vehicle, in no less than four-inch letters, as approved by the Permit Officer.
- B. Equipment - The vehicle shall contain no less than the equipment and supplies identified in EMS Agency policy.
- C. Staffing -
- (1) Critical Care Transport Paramedic Ambulances (CCT Paramedic Units) shall be staffed with at least one State of California Licensed Paramedic and one California Certified Emergency Medical Technician with specialized critical care transport training as approved by the EMS Medical Director or his or her designee.
- (2) Critical Care Transport Nurse Ambulances (CCT Nurse Units) shall be staffed with at least one State of California Registered Nurse (RN) or Physician (MD or DO). RN's must have at least two years of critical care experience (CCRN or equivalent certification is desirable) and a current certificate of completion of an Advanced Cardiac Life Support course. The second attendant shall, at a minimum, be a California Certified Emergency Medical Technician with specialized critical care transport training as approved by the EMS Medical Director.
- D. Medical Control -
- (1) Paramedics are to provide clinical care in accordance with EMS Agency policy and as directed by standing or specific orders issued by the EMS

Medical Director; or through direct voice communication with a physician or Mobile Intensive Care Nurse at a Santa Clara County Base Hospital.

- (2) EMTs are to provide clinical care in accordance with EMS Agency policy and as directed by standing or specific orders issued by the EMS Medical Director or his or her designee.
 - (3) Nurses, in absence of an attending physician, shall provide clinical care in accordance with standardized procedures approved by the Services CCT Medical Director, and authorized, in writing, by the transferring physician.
- E. Patients transported by a critical care ambulance must be under the care of a physician and be transferred from one location to another in accordance with all federal, state, and local regulations regarding the transfer of medical patients.
- F. Only ambulance services with a Critical Care Transport (CCT) Ambulance Service Permit may advertise, either on the ambulance or elsewhere as a critical care transport ambulance.
- G. Critical care transport may be provided in a BLS or ALS ambulance only under the following circumstances:
- (1) The transferring or receiving facility provides the necessary staff and equipment outlined herein and retains medical responsibility for patient care during the transport.
 - (2) Under unusual circumstances, such as mechanical breakdown or unforeseen volume of requests for service, a permitted CCT Ambulance Service may utilize a permitted BLS or ALS vehicle for

a critical care transport. Each such occurrence shall be documented and forwarded to the Permit Officer. If it is determined that such occurrences are excessive, the Permit Officer may require the CCT Ambulance Service to designate and permit an additional vehicle for CCT. Each failure to adequately document these unusual occurrences will be deemed a violation of Section A18-262.

H. Critical care ambulances will be considered BLS or ALS ambulances for purposes of "Ambulance Response" as outlined in paragraph 13.

8. **EMS Aircraft.** EMS aircraft and personnel shall satisfy the following requirements:

A. **Vehicle** - The vehicle shall be specifically designed and/or constructed to satisfy any and all Federal Aviation Administration (F.A.A.) and Association of Air Medical Services (A.A.M.S.) standards applicable to the aircraft being utilized and the nature of the mission.

B. **Equipment** - The vehicle shall contain no less than the equipment and supplies identified in EMS Agency policy.

C. **Staffing** - In addition to a pilot holding the appropriate pilot's license and any other F.A.A. required documentation for the aircraft being utilized, the EMS aircraft shall be staffed with two attendants, one of whom must be either a Registered Nurse (R.N.) or a Physician (M.D. or D.O.). The second attendant must be a California Licensed and Santa Clara County Accredited Paramedic, Registered Nurse, or Physician.

D. Medical Control - In the absence of a physician on the ambulance, the medical flight crew is to provide patient care as directed by:

- (1) Specific written orders from the transferring or receiving physician for the patient being transported between healthcare facilities, OR
- (2) Standing orders approved by the service's medical director and the EMS Medical Director, OR
- (3) Standardized procedures approved by the EMS Medical Director for 911-scene response.

9. EMS Utility Vehicles. EMS Utility Vehicles (EUVs) and personnel shall satisfy the following requirements:

- A. The service provider shall obtain approval from the Permit Officer to use and operate an EUV. EUVs staffing configurations must be approved by the Permit Officer and EUVs shall be equipped in accordance to EMS Policy.
- B. The vehicle shall conform to any applicable State specifications or requirements.

10. Application Process. Each applicant for an Ambulance Service Permit(s) and Vehicle Permit(s) shall complete, in a manner prescribed by the Permit Officer, an Ambulance Service and Vehicle Permit application. The application forms and any applicable fees are to be delivered to the Permit Officer. The permit applicant will be notified within fourteen (14) working days of the Permit Officer receiving the request that the application has been received, and whether it contains, or does not contain, all required information.

The Permit Officer may conduct an investigation into the applicant's provision of service, if deemed necessary. The Permit Officer may issue a permit upon review of the application and consideration of the results of any investigation conducted. A temporary permit may be issued if, in the opinion of the Permit Officer, additional information is necessary to determine whether or not a standard permit should be issued and the issuance of a temporary permit will be in the best interest of the public health and safety.

A statement of intent to issue or deny a permit, including conditions for issuance, shall be made in writing by the Permit Officer within a reasonable time period after receipt of all required documentation. This time period shall not exceed ninety (90) days from the date the permit application was received.

11. Vehicle Inspection. The Permit Officer or designee may at any time, with or without notice, make or cause to be made an inspection of any permitted vehicle. Refusal to make a permitted vehicle available for inspection may be grounds for suspension or revocation of the permit holder's Ambulance Service and/or Vehicle Permit(s). As part of a vehicle inspection, any or all on duty personnel assigned to the vehicle may be required to present the required individual certifications, licensure, or EMS System Identification.

12. Transfer of Permit Sticker. If a permittee desires to transfer a permit in accordance with Section A18-273, the permittee must complete an ambulance description form for the new ambulance and forward it with the required fee, the description of the ambulance to be replaced, and the number of the permit sticker to the Permit Officer. The Permit Officer may then provide the permittee with a written

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statement authorizing the transfer and the permit sticker to be affixed to the replacement vehicle. If the transfer is not authorized, the sticker must be returned to the Permit Officer no later than the day after the last authorized day of service.

13. Adding Vehicles. If an ambulance service desires to include additional units under its permit, the permittee shall complete a vehicle description form for each additional unit and provide the designated fee per unit to the Permit Officer. The Permit Officer shall determine whether these units should be covered by the original permit and then inform the permittee of this decision. The term of the permit for additional authorized units shall run concurrently with the last authorized permit period. The fee paid for each additional unit will be prorated according to the amount of time remaining during the last authorized permit period.

14. Ambulance Service Communications. All ambulance services will maintain communication between their dispatch center and vehicles and between their vehicles and County Communications through a radio system on a frequency specified by County Communications. During times of mass casualty and/or in a disaster the ambulance service must cooperate with County Communications to promote the prompt dispatch of ambulances. Ambulance services shall maintain and upgrade communications equipment as may be reasonably required by the Permit Officer to ensure the integrity of the system. The Permit Officer may also reasonably require all ambulance services to verify that all ambulance personnel and other employees who will use base, mobile, or portable radio equipment, on the frequency designated by the EMS Agency are trained in the appropriate use of that equipment.

15. Ambulance Response.

A. Santa Clara County, as identified in the local EMS Plan, has elected to provide emergency medical ambulance service through the creation of exclusive operating areas (EOAs). Unless exempted, all emergency medical ambulance services performed in these exclusive operating areas are to be provided by the County designated ALS emergency ambulance service provider for that area (EOA Contractor or EOA Unit). "Emergency medical ambulance service" means any unscheduled request for assessment and/or treatment and transport of a patient represented as having or presenting with an "emergency medical condition." An "emergency medical condition" is defined as "a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in any of the following:

- (1) Placing the patient's health in serious jeopardy.
- (2) Serious impairment to bodily functions.
- (3) Serious dysfunction of bodily organ or part."

B. Only ambulances directly dispatched by County Communications or by County Communications through an ambulance service's dispatch system may respond to a call for emergency ambulance service within Santa Clara County. No ambulance, unless so dispatched, may respond with lights and siren to such call. Any call made directly to an ambulance service's dispatch center that would require an emergency ambulance service response shall be immediately forwarded to County Communications for appropriate emergency medical dispatch.

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C. All patient transports between healthcare facilities, including skilled nursing facilities and responses to EMS aircraft landing zones, ("interfacility transfer") shall meet the following requirements:

- (1) Meet all federal, state, and local patient transfer requirements.
- (2) Involve a sending and receiving physician who are aware of the patients medical condition and healthcare needs during the transfer.
- (3) Be authorized in writing by the transferring physician prior to transport and include the transport of pertinent documentation (orders, medical records, radiographic films, etc.)

Ambulances may utilize emergency lighting and siren only during transports, if lights and sirens are ordered by the transferring physician.

D. Any ambulance arriving at the scene of an accident or other medical emergency to which it was not dispatched by County Communications, or a call that was not identified as a medical emergency until arrival, or an ambulance that is temporarily assigned as a stand-by to a special event, is deemed to be on scene of any accident or medical emergency that occurs at that stand by service location and shall follow EMS Agency policy for transport of emergency ambulance service patients. This ambulance shall immediately notify County Communications of any emergency medical condition. If the ambulance is not an EOA Unit, the ambulance will request the response of an EOA Unit. A non-EOA Unit may only transport patients from an event standby location when the patient's condition does not warrant emergency care and/transportation, meets the criteria established in EMS Agency policy, or when requested by the EMS Agency.

E. Any ambulance transporting a patient to a hospital which upgrades its response by using lights and siren based on the deteriorating condition of the patient, must notify County Communications of the decision and proceed to the closest appropriate hospital emergency department, in accordance with EMS Agency policy.

F. All permitted ambulance services shall provide written reports that detail each transport that resulted in the use of emergency lights and siren. This report shall be submitted to the Permit Officer, or designee, quarterly and contain data requested by the EMS Agency such as, but not limited to, patient care reports, quality assurance and improvement reviews, incident and dispatch logs, etc.

16. Ambulance Response Times. All ambulance services shall respond to calls for service in a timely manner. A permittee under County contract for services, shall respond as specified in its contract. Except for 911 calls all permittees shall promptly inform the requestor of an accurate estimated time of arrival and of any actual or anticipated delay in service.

17. EMS Special Event Notification. Any service providing event standby coverage shall complete an EMS Special Event Notification Form. This form request shall be submitted to the EMS Agency for approval at least fifteen (15) days prior to the beginning of the coverage period. The EMS Agency may impose conditions on the approval of the request, which are necessary to ensure the safety of the public, including, but not limited to, notification of the local public safety jurisdiction, County Communications, and appropriate EOA Contractors. This provision shall help to ensure that adequate and integrated emergency medical services are available to the public

and event participants. Any unauthorized standby service provided by a private EMS service may result in Service Permit suspension or revocation.

18. Insurance Requirements. All ambulance services shall, at their own expense, provide and maintain, from generally recognized responsible insurer(s) admitted in the State of California, the types of insurance, in the minimum amounts specified by Santa Clara County Risk Management, for the duration of the permit period. The Permit Officer shall provide the current insurance requirements at the time of application and permit renewal.

19. Medical Direction. All EMT and paramedic personnel working in Santa Clara County are required to provide patient care in accordance with medical care policies, protocols and procedures promulgated by the EMS Agency Medical Director.


20. Review of Records. The Permit Officer may inspect all ambulance service records regarding patient transports, vehicle maintenance, personnel training, quality assurance and dispatch. This includes, but is not limited to:

- A. Dispatch Records
- B. Logs
- C. Run Sheets
- D. Patient Care Records
- E. Maintenance Records
- F. Recordings

Failure to comply in a timely manner with a request for review of such documentation will be grounds for suspension and/or revocation of the company's Ambulance Service Permit.

21. Quality Assurance. To ensure that ambulances are operating in the best interest of the public health and safety and that ambulance services are utilizing properly trained staff, each ambulance service will be required to have a quality assurance program that:

- A. Reviews patient care provided by their attendant staff.
- B. Meets the requirements of the Emergency Medical Services Authority Quality Improvement Program contained in Title 22 of the California Code of Regulations.
- C. Identifies problems or issues regarding patient care and proposes solutions for corrective action.
- D. Participates in the EMS Agency's collection of data regarding quality of patient care.
- E. Includes disciplinary procedures to be used when appropriate.
- F. Maintains a radio recording of all calls for ambulance service received, all dispatch instructions given, and all communications between the dispatch center and ambulance unit until the ambulance run is completed. Recordings must be stored for a period of at least 100 days.
- G. Ensures that all drivers have completed a driving course related to responding to calls for emergency medical ambulance service that includes, but is not limited to, the following didactic and practical components:
 - (1) Legal aspects of emergency ambulance operation.
 - (2) The practice of defensive driving.

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- (3) Accident avoidance.
 - (4) Principles of vehicle control.
 - (5) Routine vehicle safety checks.
 - (6) Braking and stopping.
 - (7) Acceleration
 - (8) Steering
- H. Requires the use of the County's designated Prehospital Care Report or other approved report that includes all required data elements for all emergency medical ambulance runs and refusals of service against medical advice. All such reports must be maintained electronically, in a transferable format acceptable to the EMS Agency, by January of 2007.
- I. Requires staff to attend, at no expense to the County, education and training programs as may be reasonably requested by the Permit Officer.
- J. Is consistent with the Santa Clara County EMS System Quality Assurance/Quality Improvement Plan.
- K. Permit holders shall actively participate on any committees as may be reasonably necessary to provide for continued system performance.
- L. Ensures that certified prehospital personnel are not precluded from practice for reasons defined in Section 1798.200 of the California Health & Safety Code. This shall include conducting criminal background checks verifying that certified prehospital personnel have not been convicted of any crime which is substantially related to the qualifications, functions, and duties of prehospital personnel. Background checks are not required for

prehospital personnel that have previously submitted to a criminal background check by the Santa Clara County EMS Agency or the State EMS Authority, or that are employed by a governmental agency. The Santa Clara County EMS Agency shall be a designated reporting agency for any background check conducted pursuant to this provision.

Documentation outlining the quality assurance program are to be submitted to the EMS Agency as part of the Ambulance Service Permit application process.

22. Disaster, Mass Casualty and Homeland Security. In the event of a disaster or a mass casualty incident, the ability of EOA Contractors to provide necessary prehospital emergency ambulance care and transportation may be disrupted or be inadequate for the numbers of casualties. It is necessary, therefore, that all ambulances permitted in Santa Clara County be available to assist disaster or mass casualty medical needs when a disaster or mass casualty is declared. In the event of a disaster or mass casualty incident, the EMS Agency will determine the amount of assistance needed, determine acceptable ambulance staffing and configuration, and may authorize the dispatch of any ambulances as permitted by law. Each service shall make available, and place into service, all permitted units at the request of the EMS Agency. The EMS Agency shall coordinate all medical mutual aid requests through the Medical Mutual Aid System and County Health Officer when applicable.

All permittees shall submit to the EMS Agency an annual internal disaster plan providing procedures for operational continuity and responsiveness during a disaster, including management of personnel, equipment and inventory. All permittees shall

participate and cooperate with the County in disaster, mass casualty and homeland security policy implementation, training, and exercises.

23. Appeal of Ordinance Violation. Violations which may result in formal action being taken by the Permit Officer to restrict or revoke an Ambulance Service and/or Vehicle permit shall be reviewed in accordance with Section 22 of this regulation, and Title 22, Chapter 6 of the California Code of Regulations.

The permit holder may file an appeal of violation of the Ambulance Permit Ordinance/Regulations by notifying the Permit Officer by certified letter within fifteen (15) days after receipt of the notice. For purposes of this section, the notice shall be deemed "received" no later than five (5) days from the date of such notice. The permit holder's request for appeal must include a detailed written explanation of the circumstances surrounding the violation(s) and the basis on which an appeal should be considered. The Permit Officer shall, within seven (7) days of receipt of the appeal, notify the permit holder that the request has been received, and whether the appeal will be granted, denied, or if additional information is necessary to reach a final determination. Failure by the person or entity to satisfy the monetary penalty(s) imposed, for a violation(s) of Section A18-262, shall be referred to the County Executive or his/her designee for institution of legal action.

24. Suspension, Probation, or Revocation of Permit. As referenced in Santa Clara County Ordinance Code §A18-282, the Permit Officer shall follow, as closely as possible, all procedures outlined in Title 22, Chapter 6, California Code of Regulations. All references to "IRP" or "Investigative Review Panel" shall, for purposes of interpreting these regulations, be modified to refer to a Permit Action Review (PAR) Panel.

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The Permit Officer may immediately suspend, place on probation, or revoke an Ambulance Service Permit as to all or a portion of the units covered by such permit. If action is taken to immediately suspend, suspend or revoke a permit, or the ambulance service will voluntarily terminate as of a certain date, the permit and all affected stickers must be returned to the EMS Agency no later than the day following the last day of authorized service, with no refund of fees deposited.

If, after investigation, a permit has been placed on probation, suspended, revoked, or renewal denied, the action may be appealed by notifying the Permit Officer within fifteen (15) days of receiving the notification of permit action, and the permit holder may request a Permit Action Review Panel (PAR Panel) be convened. The Permit Action Review Panel shall not include the Permit Officer, any staff of the Santa Clara County EMS Agency, or anyone who submitted allegations or evidence against the permit holder or was directly involved in any incident which is included in the investigation.

25. Clinical Experience Program. All ground ambulance services shall develop and maintain a program that provides clinical experience to students enrolled in EMT or Paramedic Training Programs approved by the Santa Clara County EMS Agency. Priority for placement in such programs shall be given to students in the following order: first, students enrolled in Training Programs approved by the Santa Clara County EMS Agency; second, EMT's and paramedics employed and sponsored by Santa Clara County authorized provider agencies who are assigned to Santa Clara County Divisions/Offices/Districts who are enrolled in any paramedic program; and last, all other students. Governmental agencies are not subject to this section.